

**DEVELOPMENTAL DISABILITIES ADMINISTRATION
COORDINATION OF COMMUNITY SERVICES
PROVIDER INFORMATION**

OPTIMAL HEALTH CARE, INC.	
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WHAT IS YOUR PHILOSOPHY IN PROVIDING SERVICES?	
Our philosophy at Optimal Health Care, Inc. is that our customers and their families are always in control of their destiny. We believe that the people we serve should be the directors of their support services, outcomes, and goals. That each person's values, dignity, and rights must be respected to achieve satisfaction in life. In addition, the involvement of families and friends and community participation in an integrated setting is crucial to achieve a high quality of life.	
HOW LONG HAS YOUR AGENCY BEEN PROVIDING COORDINATION OF COMMUNITY SERVICES IN MARYLAND?	
Optimal Health Care, Inc. was selected in February 2014 to be a provider of Resource Coordination Services to people in the Western Maryland area. Prior to this selection, Optimal Health Care, Inc. has been providing services to individuals in all five counties in Western Maryland since 2009. Optimal Health Care personnel therefore have the expertise and knowledge about local resources vital to implementation of an effective Nurse Oriented Resource Coordination Program.	
HOW IS YOUR AGENCY DIFFERENT FROM OTHERS?	
Optimal Health Care, Inc. operates a Nurse Oriented Resource Coordination (NORC) Program which, unlike other programs, will combine the clinical experience of nurse coordination supervisors with the broad knowledge of Resource Coordinators with experience in the human services in providing a holistic person-centered Resource Coordination approach. Optimal Health Care Inc. takes pride in being a local company located in the Western Maryland area that hires people from within the community.	
WHAT MARYLAND COUNTIES DO YOU SERVE?	
The Optimal Health Care, Inc. Nurse Oriented Resource Coordination (NORC) Program provides services to people in the Western Maryland region which includes the following counties: Carroll, Frederick, Washington, Allegany and Garrett.	
WHAT AREAS OF DEVELOPMENTAL DISABILITIES DO YOU HAVE SPECIALISTS IN?	
Resource Coordinators serving in our Nurse Oriented Resource Coordination (NORC) Program are trained to provide services to people in all categories of the resource coordination process. The program is specially designed to serve people with complex health needs. However, every resource coordinator possesses unique skills that set them apart from others and make them better at serving people with very specialized needs such as determining DDA eligibility, assisting individuals to apply for various State and Federal benefits, American Sign Language, unique needs of the Forensic population, and Autism Spectrum Disorders, among others.	
HOW DO YOU MATCH INDIVIDUALS WITH COORDINATORS?	
The Optimal Health Care, Inc. Nurse Oriented Resource Coordination (NORC) program manager is responsible for receiving each referral and contacting every person who is referred for services immediately. The program manager then collects information about individual preferences and provides this to the Resource Coordination Supervisor who will assign a Resource Coordinator to the individual, based on the individual's preferences.	

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DO YOU PROVIDE REFERENCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND FAMILIES TO CONTACT? IF SO, HOW DO I ACCESS?
Optimal Health Care, Inc. provides references to individuals upon request, within the guidelines of HIPAA regulations. Individuals and their families are encouraged to contact the NORC program resource coordination supervisors or the program manager directly to learn more about our services. Sample testimonials and criticisms with corrective action and implementation plans are posted on the company website periodically.